

## CLAIMS

What is claimed is:

1. A system for structuring content within a message and transmitting the structured message over a computer network in a real time chat environment, comprising:

a system administration computing system having a system management program with a real time chat interface for communicating over the computer network; and

a second computing system having a network interface program with a real time chat interface for communicating over the computer network, wherein the network interface program accepts message content, establishes a real time chat interface with the system management program and interacts with the system management program to structure the content within the message and transmit the structured message over the computer network.

2. The message content structuring and transmission system of claim 1, wherein the second computing system is an end user computing system and the network interface program is an end user interface program.

3. The message content structuring and transmission system of claim 2, wherein the end user interface program, based on configuration instructions, generates a structured message content input panel having message content fields for the end user to enter message content into.

4. The message content structuring and transmission system of claim 3, wherein the message content fields are generated dynamically based on the configuration instructions and data specific to the end user.

5. The message content structuring and transmission system of claim 4, wherein the specific end user data used to dynamically generate the message content fields is an end user identification code.

6. The message content structuring and transmission system of claim 4, wherein the specific end user data used to dynamically generate the message content fields is an end user location identifier.

7. The message content structuring and transmission system of claim 4, wherein the specific end user data used to dynamically generate the message content fields is an identifier for the end user computing system.

8. The message content structuring and transmission system of claim 3, wherein:

after message content to be structured is entered into the structured input panel message content fields, the end user interface program structures the message content for transmission over the computer network.

9. The message content structuring and transmission system of claim 8, wherein data specific to the end user creating the message is associated with the structured message content for message creation identification purposes.

10. The message content structuring and transmission system of claim 2, wherein the end user interface program generates a user interface having at least one real time chat channel.

11. The message content structuring and transmission system of claim 10, wherein at least one real time chat channel is a forum channel.

12. The message content structuring and transmission system of claim 10, wherein at least one real time chat channel is a private channel.

13. The message content structuring and transmission system of claim 10, wherein at least one real time chat channel is a filtered channel.

14. The message content structuring and transmission system of claim 13, wherein the filtered channel is an aggregation of selected real time chat channels.

15. The message content structuring and transmission system of claim 14, wherein the aggregated filter channel is used to post a message to multiple channels.

16. The message content structuring and transmission system of claim 10, wherein the end user interface program allows a real time chat channel to be docked to the user interface.

17. The message content structuring and transmission system of claim 10, wherein the end user interface program allows a real time chat channel to be undocked from the user interface.

18. The message content structuring and transmission system of claim 10, wherein the end user interface program generates at least one user interface message alert for a real time chat channel.

19. The message content structuring and transmission system of claim 18, wherein at least one interface message alert is visual.

20. The message content structuring and transmission system of claim 18, wherein at least one interface message alert is audio.

21. The message content structuring and transmission system of claim 10, wherein the real time chat channel includes at least one contextual chat message.

22. The message content structuring and transmission system of claim 1, wherein the system management program converts synchronous message content to asynchronous message content for storage.

23. The message content structuring and transmission system of claim 2, wherein the end user interface program, upon receipt of a structured message, generates a structured message output panel to display the structured message content.

24. The message content structuring and transmission system of claim 1, further comprising a third computing system having a network interface program with a real time chat interface for communicating over the computer network.

25. The message content structuring and transmission system of claim 24, wherein the second computing system transmits structured messages directly to the third computing system.

26. The message content structuring and transmission system of claim 1, wherein the second computing system is an application computing system having an application program and the network interface program is a network application management program.

27. The message content structuring and transmission system of claim 26, wherein the structured message sent to the network by the application program is a notification message.

28. A system for structuring content within a message and transmitting the structured message over a computer network in a real time chat environment, comprising:

first means having a real time chat interface for communicating over the computer network; and

second means having real time chat interface for communicating over the computer network, wherein the second means for communicating accepts message content, establishes a real time chat interface with the first means for communicating and interacts with the first means for communicating to structure the content within the message and transmit the structured message over the computer network.

29. The message content structuring and transmission system of claim 28, wherein the second means, based on configuration instructions, generates a structured message content input panel having message content fields for the end user to enter message content into.

30. The message content structuring and transmission system of claim 29, wherein the message content fields are generated dynamically based on the configuration instructions and data specific to the end user.

31. The message content structuring and transmission system of claim 30, wherein the specific end user data used to dynamically generate the message content fields is an end user identification code.

32. The message content structuring and transmission system of claim 30, wherein the specific end user data used to dynamically generate the message content fields is an end user location identifier.

33. The message content structuring and transmission system of claim 30, wherein the specific end user data used to dynamically generate the message content fields is an identifier for the end user computing system.

34. The message content structuring and transmission system of claim 29, wherein:

after message content to be structured is entered into the structured input panel message content fields, the second means structures the message content for transmission over the computer network.

35. The message content structuring and transmission system of claim 34, wherein data specific to the end user creating the message is associated with the structured message content for message creation identification purposes.

36. The message content structuring and transmission system of claim 28, wherein the second means generates a user interface having at least one real time chat channel.

37. The message content structuring and transmission system of claim 36, wherein at least one real time chat channel is a forum channel.

38. The message content structuring and transmission system of claim 36, wherein at least one real time chat channel is a private channel.

39. The message content structuring and transmission system of claim 36, wherein at least one real time chat channel is a filtered channel.

40. The message content structuring and transmission system of claim 39, wherein the filtered channel is an aggregation of selected real time chat channels.

41. The message content structuring and transmission system of claim 40, wherein the aggregated filter channel is used to post a message to multiple channels.

42. The message content structuring and transmission system of claim 36, wherein the second means allows a real time chat channel to be docked to the user interface.

43. The message content structuring and transmission system of claim 36, wherein the second means allows a real time chat channel to be undocked from the user interface.

44. The message content structuring and transmission system of claim 36, wherein the second means generates at least one user interface message alert for a real time chat channel.

45. The message content structuring and transmission system of claim 44, wherein at least one interface message alert is visual.

46. The message content structuring and transmission system of claim 44, wherein at least one interface message alert is audio.

47. The message content structuring and transmission system of claim 36, wherein the real time chat channel includes at least one contextual chat message.

48. The message content structuring and transmission system of claim 28, wherein the first means converts synchronous message content to asynchronous message content for storage.

49. The message content structuring and transmission system of claim 28, wherein the second means, upon receipt of a structured message, generates a structured message output panel to display the structured message content.

50. The message content structuring and transmission system of claim 28, further comprising a third means having a real time chat interface for communicating over the computer network.

51. The message content structuring and transmission system of claim 50, wherein the second means transmits structured messages directly to the third means.

52. A method for structuring message content and transmitting the structured message content over a computer network in a real time chat environment, comprising:

providing a system administration computing system having a system management program with a real time chat interface for communicating over the computer network;

providing message content to the computer network;

structuring the content within the message;

establishing a real time chat interface with the system administration computing system; and

transmitting the structured message to the system management program.

53. The message content structuring and transmission method of claim 52, further comprising generating a structured message content input panel having message content fields for acceptance of message content.

54. The message content structuring and transmission method of claim 52, further comprising generating a user interface having at least one real time chat channel which includes at least one contextual chat message.

55. The message content structuring and transmission method of claim 54, further comprising docking the real time chat channel to the user interface.

56. The message content structuring and transmission method of claim 54, further comprising undocking the real time chat channel to the user interface.

57. The message content structuring and transmission method of claim 54, further comprising generating at least one user interface message alert for a real time chat channel.

58. The message content structuring and transmission method of claim 52, further comprising converting synchronous message content to asynchronous message content for storage.



59. The message content structuring and transmission method of claim 52, further comprising generating a structured message output panel to display received structured message content.

60. A method for structuring message content and transmitting the structured message content over a computer network in a real time chat environment, comprising:

providing a system administration computing system having a system management program with a real time chat interface for communicating over the computer network;

providing message content to the computer network;

establishing a real time chat interface with the system administration computing system; and

transmitting the message content to the system management program for structuring and further transmission.

61. A computer-readable medium having computer-executable instructions for structuring message content for transmission over a computer network in a real time chat environment, the method executed by the instructions comprising:

establishing a real time chat interface with the computer network;

receiving message content from within the computer network;

structuring the message content; and

transmitting the structured message content over the computer network via real time chat.

62. The method executed by the computer-executable instructions of claim 61, further comprising generating a structured message content input panel having message content fields for acceptance of message content.

63. The method executed by the computer-executable instructions of claim 61, further comprising generating a user interface having at least one real time chat channel which includes at least one contextual chat message.

64. The method executed by the computer-executable instructions of claim 63, further comprising docking the real time chat channel to the user interface.

65. The method executed by the computer-executable instructions of claim 63, further comprising undocking the real time chat channel to the user interface.

66. The method executed by the computer-executable instructions of claim 63, further comprising generating at least one user interface message alert for a real time chat channel.

67. The method executed by the computer-executable instructions of claim 61, further comprising converting synchronous message content to asynchronous message content for storage.

68. The method executed by the computer-executable instructions of claim 61, further comprising generating a structured message output panel to display received structured message content.